



**Volkswagen Group of America, Inc. implemented a new Recruiting system on January 9, 2012. Please note that your old credentials from the old system will no longer work. You will need to create a new username and password.**

### **Forgot Log In or Password / Setting Up a New Password:**

When you have forgotten your password, you will need to use the "Forgot your password" function to change your password. Simply click on the "Forgot your password" link. After entering your username and your email address, you will receive a Change Password email. Open this email and follow the instructions. If you are having problems with the link, please open the attachment sent with the email and try again. Please note that this email will only be good once to access the application process or change your password. Once you reach the change password screen, enter the requested information and select your new password keeping the following in mind:

### **Password Specs:**

- It must contain between 6 and 32 characters. Use only characters from the following set: ! # \$ % & ( ) \* + , - . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [ \ ] \_ ` a b c d e f g h i j k l m n o p q r s t u v w x y z { | } ~
- It must contain at least 1 letter(s) (A B C D E F G H I J K L M N O P Q R S T U V W X Y Z a b c d e f g h i j k l m n o p q r s t u v w x y z).
- It must contain at least 1 numeric character(s) (0 1 2 3 4 5 6 7 8 9).
- It must not contain more than 2 identical consecutive characters (AAA, iiiii, \$\$\$\$\$\$ ...).
- It must not contain your user name.

### **Forgot Username:**

When you have forgotten your username, you will need to use the "Forgot your username" function to recover your username. Simply click on the "Forgot your username" link. Enter the required information to recover your username.

### **My account is locked. What can I do?**

A: Your account can be locked after several unsuccessful attempts are made to login with your username and the wrong password. If your account has been locked for more than 24 hours, please send an email to [Talent.Connect@vw.com](mailto:Talent.Connect@vw.com) and include your username.

### **I did not get the email to change my password. What can I do?**

Please verify the following details:

1. Your email software does not have a filter that prevents you from getting emails from people outside of a certain list of contacts.
2. You don't have a filter that classifies the emails that you receive.
3. Your email service does not block emails with HTML attachments.
4. You have provided your email address when logging into the Career Section.
5. You have entered your email address in the Personal Information page of your application.

### **Attachment / Resume Specs:**

Applications and resumes are only accepted online via our career site. Resumes must be in one of the following formats and cannot exceed more than 102400 bytes.

Word (.doc, .docx), Word Perfect (.wpd), Portable Document Format (.pdf), Excel (.xls, .xlsx), Text (.txt), Rich Text Format (.rtf), Zip Format

### **What if I cannot see the information correctly on the career site?**

If your browser does not read the Career Section properly, you may need to empty your Temporary Internet Files (or cache). You can also make sure that you have the required software and that you can navigate correctly through the application.

### **How to clear temporary internet files:**

Clear cache- allow to trusted sites -clear the cache on your computer per the links below.

Internet Explorer Version 6:

<http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.msp>

Internet Explorer Version 7 and 8:

[http://www.viscott.com/esupport/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=51](http://www.viscott.com/esupport/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=51)

### **What if my application is incomplete?**

If you have not completed your application, your information will not be submitted to the Recruiters. If you logout and return later to complete your application, click Finish Draft submission. If your assessment is incomplete go to the assessment page and click the link again to take the assessment. Any portion incomplete will load. You will be presented with a Finish button twice to confirm you are ready to submit your assessments. Please make sure to go back to your application, go to the summary page and click submit.